

# Hours Not Worked Parking Authority of River City (PARC)



KPI Owner: Gerald Howell

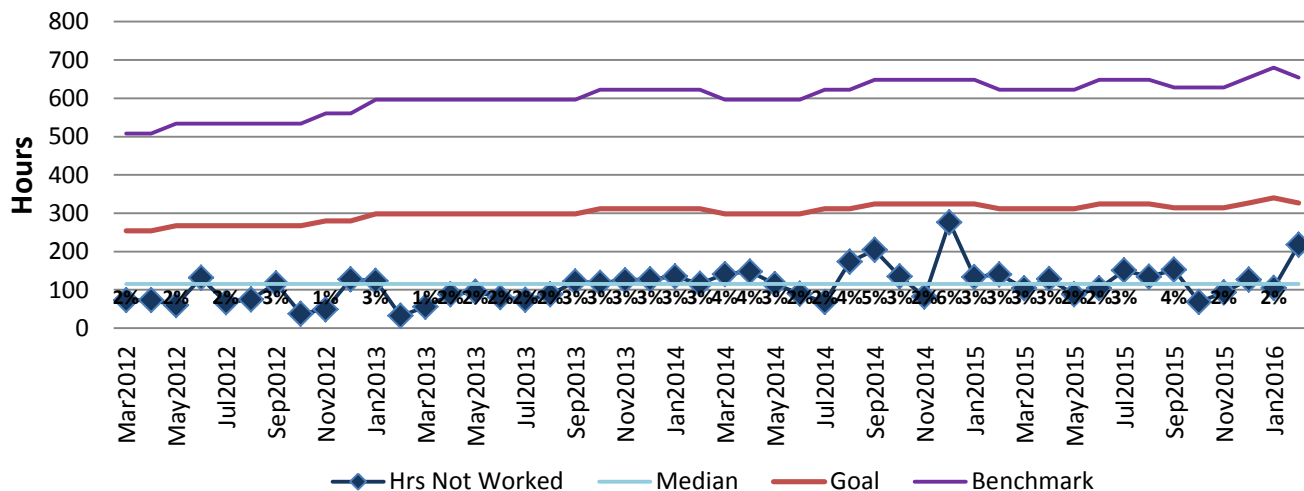
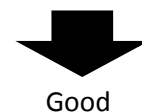
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg 140 hrs. over last 2 yrs. Goal: To meet LMG rate  Benchmark: LMG Rate of 1.9%	Data Source: Payable Time PeopleSoft  Goal Source: PARC Scope Summary  Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Educate & coach staff on healthy measures, take advantage of Wellness center, dress for the weather, use safe work habits

## How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
<b>3,843</b>	<b>1,472</b>		<b>327</b>	<b>218</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## Mar2015-Feb2016 Pareto Analysis

